

SANE COMCAST BULK AGREEMENT Q & A

Did FSR and the Board consider the fact that not all owners may need internet service? 73% of the homeowners at SANE are currently a Comcast high speed Internet customers. These numbers were provided directly from Comcast. At a minimum, 73% of our homeowners will benefit from the bulk pricing provided through the bulk Internet contract with Comcast.

Are Internet services considered a Common Element or Limited Common Element? What language in the governing documents supports the decision the Board made? Please reference section 6.4 and letter J. under section 6.4 of the St. Anthony NE Bylaws. "The Board of Directors shall have all the powers necessary for the administration of the affairs of the Association. The powers of the Board of Directors shall include, without limitation, the power to impose charges for the use of services provided to owners. High speed Internet at a discounted rate is a service that is now being provided to all homeowners.

Is the Board willing to pay the early termination fees of owners who already have contracts in place with providers other than Comcast? Neither the Board nor FSR is going to pay early termination fees for owners who have contracts in place with other providers. However, the Board is going to pay the first month of Internet charges for the entire association.

Is the charge for Comcast Internet a part of our association dues? The charges for Internet service will be charged along with your monthly dues but they are NOT a part of your dues. They are billed as a separate line item.

Do we have to purchase the new modem from Comcast or are we renting it monthly? You do not have to purchase a new modem from Comcast, they will provide one at no cost to you. You will no longer be charged a fee if you are currently renting a modem from Comcast. If you have an older model modem from Comcast they will provide a newer model at no cost to you.

Is there a service charge to initiate service from Comcast? No there is not. If you are already a Comcast customer your account rolls into the bulk program with Comcast. If you are a new customer Comcast will create a new account under your Unit # and bill the association. All accounts are set up under Unit #'s. Only extra services are billed to individual homeowners.

What if I am renting my unit? How will that work? The charges for Internet services through Comcast are charged back to individual homeowners on a monthly basis side by side with your dues listed in a separate line. If your renter is using Comcast, their account will be rolled into the bulk account for your specific unit. Your renter will be billed separately for cable or any additional services they may be using. If your renter is NOT using Comcast they may choose to continue using a different provider or move over to the Comcast plan.

December 14th – install day: Will someone from FSR be onsite during the installation? Yes, someone from FSR will be onsite during the installation date to unlock homeowner doors for the Comcast technicians. Your door will remain locked until the Comcast tech is ready to enter your unit and

complete the installation. Once the job is completed, the door will be locked right away. Your door will ONLY be unlocked during the time of installation.

What services are included in the \$27.50? Bulk Performance Pro High-Speed Internet + a wireless modem are included at no additional cost.

What do I do if I need help with my bill or would like additional services? Please contact the Bulk Service phone number for Comcast. **1-855-307-4896**.

I'm currently a Comcast cable and/or voice customer. Will my other services be interrupted?

No current services will be interrupted. Comcast will remove Internet service from your bill and you will receive a separate bill directly from Comcast for any additional services currently on your account. **Note:** Comcast is always running new promotions. Once the Internet charges are removed from your account, give Comcast a call to see if they are running any new promotions for the additional services on your account!